

STATE OF VERMONT
ENHANCED 9-1-1 BOARD
General Meeting #1
17 January 2020
Capitol Plaza Hotel
100 State St, Montpelier, VT
Room #338

10:00 AM – Call to Order

Chair Marcoux brought the meeting to order. The following were in attendance:

Board Members Present

Sheriff Roger Marcoux, Chair
Dale Porter (arrived after roll call)
Jerome Pettinga (arrived after roll call)
Captain Lance Burnham
Chief Rick Garey
Brian Keefe (via conference bridge)
Kelly Kennedy (via conference bridge)
Chief Steven Locke (via conference bridge)

Staff Members Present

Barbara Neal, Executive Director
Soni Johnson, Board Clerk

Others Present

Michael Wright, Calex Ambulance Service
Anthony Skelton, St. Johnsbury Emer. Dispatch
Lee Krohn, Shelburne Town Manager
Dylan Zwicky, Leonine Public Affairs
Stephen Whitaker, Member of the Public

Approval of Minutes

10/22/19 – *Motion: Chief Locke made a motion to accept the minutes as written; 2nd by Kelly Kennedy. There was no discussion and the motion passed unanimously by voice vote (new members Chief Garey and Captain Burnham abstained from this vote).*

Board Membership – Chair Marcoux welcomed the new members.

- Captain Lance Burnham, Department of Public Safety Representative
- Chief Rick Garey, Municipal Law Enforcement Representative
- Brian Keefe, Public Member

Secretary of Administration Governance Recommendation – Executive Director Neal provided an overview/summary of the *Report relating to the Vermont Enhanced 911 Board required by Section 19 of Act 61 (2019)*. A copy of this report is available from the E911 Board Office on request.

Questions/Comments

- Original statute laid out the make-up of the Board.
- Chair Marcoux has had discussions with the DPS Commissioner.
- Maintaining the integrity of program funding is paramount.
- The legislature requested this report; they still have to make a determination whether or not to accept the report as written.
- Department of Public Safety is looking to modernize. Will possibly become an agency rather than a department.
- Did the Board provide input to the report? Answer: Yes
- Did the Vermont State Police provide written input to the report? Answer: It is understood that the Secretary of Administration did communicate with the Commissioner of Public Safety; the amount of input provided (if any) is unknown.
- Do the same legislative committees provide oversight of the Vermont State Police and the E911 Board? Answer: No

Abandoned Call Policy Discussion – Executive Director Neal provided an overview of suggested changes to the E911 Board *Abandoned Call Policy*. A copy of the revised policy is available from the E911 Board Office on request.

- *Motion: A motion was made to accept the Abandoned Call Policy revisions as written and presented to the Board. Moved by Jerome Pettinga; 2nd by Kelly Kennedy.*

Discussion: none

Vote: The motion passed unanimously by voice vote (Chief Locke was unavailable at the time of the vote).

Director's Report – Executive Director Neal

- Budget Updates
 - FY20 budget is on target. Possible shortfall in the USF is not currently expected to impact our FY 20 budget.
 - FY21 budget request is nearing completion/submission.
- INdigital Project Status – New system implementation and build-out is on schedule & within budget. An RFP has been issued for IVV (Independent Verification & Validation) of the INdigital NG911 system.
- CARE Program Updates – A map showing town data of CARE registrants was provided to the Board. A copy of this handout is available from the E911 Board Office on request.
- Public Utility Commission (PUC) Updates – Executive Director Neal provided an overview of E911 involvement with the PUC to new board members.
 - Board has participated in Host-Remote Isolation workshops. Information received from Consolidated Communications indicates that the number of communities susceptible to isolation events has decreased nearly 60% since 2009. E911 Board Staff have asked Consolidated Communications for additional information (what did they do to reduce the number of susceptible communities, what are their plans for any additional work and associated timelines to further reduce the number of susceptible communities, and what recommendations do they have for reducing or mitigating risk in the remaining communities).
 - Battery Back-up Workshop – The PUC generated a report that recommended an expansion of the E911 Board's authority to include telecommunications resiliency utility, which would require the Board provide technical/financial assistance to people/communities concerning battery back-up. Public education and outreach are paramount.
- Rulemaking
 - Outage Notification Rule – Draft rule was submitted to ICAR in November 2019. Public comments close 1/17/20. Final proposed language due to LCAR no later than 2/1/20.
- Compliance Grant Program and School Compliance Status – Update provided on grant program funding and school compliance status. *School ECS Compliance Status Report/January 10, 2020*, is available from the E9-1-1 Board office on request.
- Fast Squad Discussion/Next Steps – Project to add fast squad information to call-taker displays is ongoing. Current 911 system provider can add this information in some display locations; a quote for the work was provided the staff. The upcoming 911 system provider can provide this functionality fully and at no extra cost. Next step is municipal outreach (municipalities are responsible for emergency service provider agreements and information entered into the 911 system).
- Office Move – E911 Board Office is moving to the 5th floor at the Capitol Plaza Hotel (office is currently located on the 4th floor). Move will be complete by 2/1/20.

Chittenden Regional Dispatch

Chief Locke provided an update on the regional dispatch project. The draft final report has been received, but not yet reviewed.

Note: Chair Marcoux left the meeting at 11:20 AM. Chief Locke took over as acting Chair.

Public Comment

- Michael Wright offered comments about:
 - The passage of information from call-taker to dispatcher (used to get an ALI printout, now it's all passed on verbally and mistakes happen).
 - Dispatchers are getting original situation details but are not getting critical situational updates.
 - CAD integration (they should see information as it gets updated in CAD).
 - Is the E911 Board going to have call-takers assign priority dispatch codes?

- Anthony Skelton expressed his concerns about not receiving updates (see Michael Wright comments above).

- Stephen Whitaker offered comments concerning:
 - Plans for the Department of Public Safety to end free dispatching for towns; will towns want to become PSAPs?
 - Board is not making rules as it should.
 - Board response to his public comments/concerns has been inadequate.
 - Universal Service Fund – footnotes in act before Congress will mean that Vermont could tax broadband (thus increasing revenue). Board should lobby legislature to increase USF charge.
 - E911 move to DPS should be delayed until state/regional dispatch study /work is complete.
 - Board staff are not participating enough, or being thorough enough, in the back-up power workshops.
 - Board should fix the host-remote isolation issue.
 - Cell coverage mapping is needed (dead zones not known).
 - Board should propose statutory changes to require an Enhanced 911 Plan (along the lines of the 10-Year Telecommunications Plan).

Note: At this point, Acting Chair Locke advised Mr. Whitaker that the time allotted on the agenda for public comment had been passed and that the public comment period was now closed.

New Business – none

Next Meeting Date & Adjournment

The next quarterly board meeting is scheduled for 4/14/20 in Montpelier (location TBD).

Motion: There being no further business, Dale Porter made a motion to adjourn; 2nd by Jerome Pettinga. There was no discussion and the motion passed unanimously by voice vote. The meeting adjourned at 11:48 AM.

Respectfully submitted:

Soni Johnson

Soni Johnson, Board Clerk

1/23/2019

Date